

DEPARTMENT OF NATURAL RESOURCES

POSITION DESCRIPTION

Working Title: Deputy Administrator, Division of Internal Services

Classification: Natural Resources Manager

Position Summary: This position serves as the chief operations officer in assisting the Administrator of the Internal Services Division. This position acts on behalf of and with the full authority of the Administrator. The Deputy and the Division Administrator provide day-to-day supervision of Division's Bureau Directors. This position serves on the Agency's Operations Management Team.

Reports to: This position is supervised by the Administrator, Division of Internal Services. The position is responsible for supervising, directing, managing and supporting Division bureau directors.

Location: This position is located in the Central Office of the Department of Natural Resources in downtown Madison, Wisconsin.

Travel Requirements: The position occasionally travels throughout the state.

Responsibilities and Outcomes: This position has oversight for several program areas and is responsible for producing strategic, managerial and leadership outcomes achieved through key work processes and activities.

30% Goal A: Leadership & Management of Division Programs

- A1. Oversee program strategies, scope, and direction in collaboration with Internal Services leadership, staff and input from partners.
- A2. Sponsor Division policy and provide counsel to Division staff.
- A3. Oversee the development of annual business/work plans that detail program goals, objectives, and measures.
- A4. Develop issue briefs, administrative code proposals, new legislation, etc.
- A5. Direct the preparation of budgets and budget initiatives to accomplish Division direction.
- A6. Provide direction and oversight on technical, managerial and/or administrative matters.
- A7. Provide direction and oversight on legislative matters, administrative rules, etc.
- A8. Establish a process or system to manage and track the budget and other resources.

25% Goal B: Talent Development & Supervision

- B1. Ensure that a clear vision and direction for reports is established including how they will succeed.
- B2. Oversee the development of achievable work plans for each Bureau Director.
- B3. Ensure strong, effective, trust-based relationships exist with each Bureau Director.
- B4. Provide guidance and mentoring on technical matters.
- B5. Provide guidance and coaching on interpersonal matters.
- B6. Monitor and track staff performance to ensure accountability.
- B7. Develop a succession plan to ensure bench strength and knowledge management.
- B8. Make determinations on how to optimally shift resources as workload demands.
- B9. Redirect staff time and workload to meet emerging needs.
- B10. Monitor workplace dynamics (i.e. conflict management, respectful workplace) and address areas of under or non-performance and bring to a sustainable conclusion including settling grievances.
- B11. Develop communications for staff apprised on Division news and changes.
- B12. Adhere to civil service, Department and Division protocols and practices required of classified supervisory staff (i.e. recruitment, hiring, performance reviews, etc.).

15% Goal C: Division Performance Management

- C1. Monitor the effectiveness of Division program integration and consistent application of policies and procedures.
- C2. Sponsor program pilots, evaluation studies, surveys/feedback projects, and quality improvement initiatives.
- C3. With Leadership, identify customer service-related initiatives, activities, etc. to ensure responsiveness and enhance delivery of products and services.

- C4. Direct Division program performance measurement initiatives.
- C5. Prepare accomplishment and other required reports at the established intervals to track performance progress.

10% Goal D: Bureau Communications & Partnerships

- D1. Contribute to the Division's communication strategy for internal staff and external partners.
- D2. Sponsor teams, projects, working groups, ad hocs, committees, etc. to advance the awareness for the Division's goals.
- D3. Represent the Department's interests by serving on or working with other divisions, other agencies, partner groups, and elected officials to gain understanding and support for program objectives and to advance the Division's strategic direction.
- D4. Assess the potential new partnership strategies and make recommendations to Division leadership.
- D5. Assess current strength and effectiveness of existing partnerships and implement changes as appropriate.

20% Goal E: Leadership of Operations Team Functions

- E1. Strategize on statewide direction, niche, policies and implementation issues.
- E2. Contribute to the Division's strategic direction and maintain integral involvement in decision making and information dissemination processes.
- E3. Ensure that issues germane to the Division's programs are effectively integrated into the decision-making processes of strategies, operations and Department Leadership Team as appropriate.
- E4. Serve as team leader of the Division's Operations Team, ensuring good integration within the Division communication in managing operations issues central to the Division.

Knowledge, Skills & Abilities:

Upon Appointment:

- Skilled in leading teams comprised of managers, supervisors, and staff.
- Knowledge of the development and implementation of policy and procedures, including monitoring and evaluation, common to the operation of a major program.
- Knowledge of budget management procedures and practices, including allocation and monitoring of fiscal and other resources, to insure the operation of a major program.
- Knowledge of techniques and procedures used to monitor, audit and evaluate management activities at different scales of complexity.
- Knowledge of the basic principles of human resources management.

Full Performance:

- Knowledge of all aspects of the Division of Internal Services' business functions.
- Knowledge of other DNR programs as they pertain to the work of the Division.
- Knowledge of State statutes, administrative rules, policies, applicable to the Division.
- Knowledge of DNR specific policies and procedures pertinent to the Division.
- Ability to manage a program within a decentralized organization, including policy development, interpretation, implementation, monitoring and evaluation.
- Skilled in administrative and management roles including strategic planning, resource allocation and monitoring, budget management, contracting procedures, and human resources policies and procedures.

Physical Requirements and Environmental Factors

Strength requirements for the position are on a continuum:

Sedentary work (exerting up to 10 pounds of force occasionally and/or a negligible amount of force) for 100% of the time.

Physically, the position has no physical requirements; however, sitting will be over 75% of the time

Environmentally, the position will spend approximately 75% of the time indoors.

Equipment Used in Performing the Position

Computer including word processing, spreadsheet, database, and multimedia presentations software. Fax machine, telephone, photocopier and calculator.